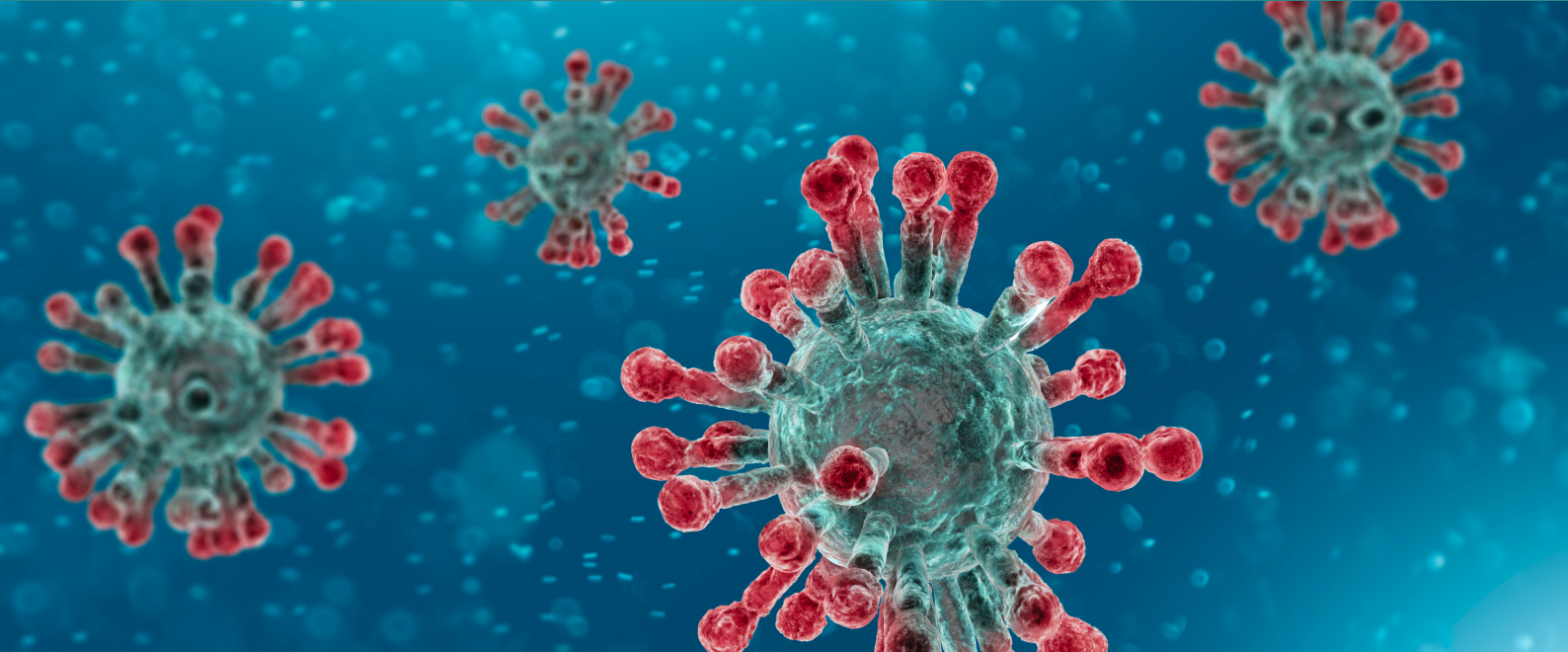


COVID-19 (coronavirus)

Information and controls



Updated 17th March 2020

The situation with COVID-19 is changing day by day with some particularly stringent measures being implemented. Please find below an overview of the illness, the current situation, and some practical steps we can take to reduce the risks of the spread of COVID-19. This information is based on official, published advice and will be updated as required.

What is coronavirus?

- COVID-19 is a type of virus. As a group, coronaviruses are common across the world.
- COVID-19 is a new strain of coronavirus first identified in Wuhan City, China.
- Public Health England currently consider the risk to the UK population to be 'high'.
- Most cases are mild, although severe cases and deaths have been reported globally. The symptoms will be more serious for those with pre-existing respiratory conditions and the elderly.
- The incubation period of COVID-19 is between 2 to 14 days. This means that if a person remains well 14 days after contact with someone with confirmed coronavirus, they have not been infected.



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What are the symptoms?

- The following symptoms may develop in the 14 days after exposure to someone who has COVID-19 infection:
- A new continuous cough (this means coughing repeatedly)
- Difficulty in breathing
- Fever/high temperature
- Generally, these infections can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease.

How do you catch COVID-19?

There are 2 main routes by which people can spread COVID-19:

- infection can be spread to people who are nearby (within 2 metres) or possibly could be inhaled into the lungs.
- It is also possible that someone may become infected by touching a surface, object or the hand of an infected person that has been contaminated with respiratory secretions and then touching their own mouth, nose, or eyes (such as touching door knob or shaking hands then touching own face)
- There is currently little evidence that people who are without symptoms are infectious to others.

What should I do now?

- Tell all staff that they must let you know if they have a cough or fever **BEFORE** they attend work.
- Question your staff to identify their symptoms.
- If a staff member has symptoms of COVID-19 i.e.
 - a new continuous cough (a cough that has lasted for more than half a day) and/or
 - a high temperature (above 37.8C), however mild,
- If they live at home they should not leave home for **7** days from when the symptoms started.
- If they live with other people, all of them should stay at home for **14** days from the day the first person got symptoms.

They must NOT attend work and they must follow the Stay at Home Guidance found [here](#).



What advice should I give staff?

- They do not need to contact NHS 111 to tell them they are staying at home and there will be no testing of people who are staying at home.
- They should not go to their GP, pharmacy or hospital but they can use [this link](#) - if their symptoms worsen during home isolation.
- If it is an emergency and they need to an ambulance, they should dial 999 and inform the call handler or operator that they have coronavirus (COVID-19).
- Further guidance can be found [here](#).
- Tell them this action will help protect others while they are infectious.
- Tell them to contact their manager if:
 - they live **alone** and after **7** days, they feel better and no longer have a high temperature.
 - they live **with others** and after **14** days, they feel better
- They can then return to work (subject to other government restrictions put in place)

Preventing spread of infection

Retrain all staff, irrelevant of their role in good personal hygiene techniques.

Staff must observe strict personal hygiene practice:

- Wash hands more than usual for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose or after being in public areas where others do so.
- Dry hands with disposable paper towels where possible.
- Use hand sanitiser (preferably 62% alcohol and with anti viral agents - check the label) if that is all you have access to.
- Staff should be advised to always wash their hands after returning from public places without exception.
- Ensure work surfaces are cleaned and disinfected regularly and thoroughly.
- Ensure waste is removed on a regular basis.
- Staff should not share personal items such as towels and razors.
- People who have returned from Hubei Province, including Wuhan, in the last 14 days should avoid attending work. They should call NHS 111 for advice and stay at home.



GOOD HAND WASHING TECHNIQUE

The best method of preventing the infection from spreading is good personal hygiene and thorough hand washing. Please follow the procedure below, make sure that your staff are aware of this technique.

Best practice for hand washing



Wet your hands with **water**



Put **soap** in the palm of your hand



Rub your hands together for 20 seconds, including **your fingers, your palms, the back of your hands and your wrists.**



Interlace your fingers together so that you can clean the areas **between your fingers**



Be sure to clean your **fingertips** and ensure hands are dried on a **paper towel**

Provision of resources

Management should ensure materials for cleaning and washing of hands are available:

- Where wash hand basins are available, ensure liquid antibacterial soap and disposable towels are consistently available.
- Provide conveniently-located dispensers of alcohol-based hand rub e.g. at reception areas.
- Provide lidded bins for used tissues and paper towel disposal.
- Place signage in various easy to see locations to remind all staff (and customers) to wash or sanitise their hands upon arrival and on a regular basis.
- Provide disposable aprons and gloves for use by staff when cleaning. Ensure that they can be suitably disposed of after use.



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Coughing and sneezing etiquette

Respiratory hygiene (cough & sneezing etiquette) is a control measure. Staff & guests should be reminded through posters and information to perform the following when they cough or sneeze:

- Cover nose and mouth with a tissue or your crook of your arm/sleeve (NOT your hands) if you don't have a tissue and throw the tissue into lidded bins immediately.
- Then wash your hands thoroughly or use hand sanitiser.

What to do if an employee or customer falls unwell and they have symptoms of COVID-19?

- Remove the person to an area which is at least 2m away from other persons, preferably into a separate room/office. Open any windows.
- The unwell person should go home and self isolate for 7 days.
- Follow the guidance in what to do if there is a suspected case of COVID-19 above.

Ending Stay at Home Guidance

- If they have had symptoms, then they may end self-isolation after 7 days. The 7-day period starts from the day they first became ill.
- If living with others, then all household members who remain well may end household-isolation after 14 days.
- The 14 day period starts from the day the illness began in the first person to become ill.
- People who remain well after 14 days are unlikely to be infectious.
- After 7 days, if the first person to become ill feels better and no longer has a high temperature, they can return to their normal routine and go to work.
- If any other family members become unwell during the 14-day household-isolation period, they should follow the same advice - that is, after 7 days of their symptoms starting, if they feel better and no longer have a high temperature, they can also return to their normal routine.
- The cough may persist for several weeks.



What to do if someone develops symptoms of coronavirus (COVID-19) whilst on your premises

- If anyone becomes unwell with a new, continuous cough or a high temperature in the business or workplace they should be sent home and advised to follow the [stay at home guidance](#).
- If they need clinical advice, they should go online to NHS 111 or call 111 if they don't have internet access.
- In an emergency, call 999 if they are seriously ill or injured or their life is at risk.
- They must NOT visit the GP, pharmacy, urgent care centre or a hospital.
- If a member of staff has helped someone who was taken unwell with a new, continuous cough or a high temperature, they do not need to go home unless they develop symptoms themselves.
- They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus infection.
- It is not necessary to close the business or workplace or send any staff home, unless government policy changes.
- Keep monitoring the [government response page](#) for the latest details.

Cleaning after a suspected or confirmed case of COVID-19 in the business

All surfaces and high contact areas such as door handles and toilets which may have been contaminated should be cleaned.

- Use disposable cloths or paper roll and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings, following one of the options below:
 - a combined detergent/disinfectant (sanitiser) at a dilution of 1,000 parts per million available chlorine.
 - a household detergent followed by disinfection. Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants
 - If an alternative disinfectant is used check that it is effective against enveloped viruses.
- Ensure that staff wear disposable aprons and gloves when cleaning. These should be removed immediately after cleaning is completed. Discard all cloths, aprons, gloves, mop heads and tissues in a tied up plastic bag immediately after use. Such bags should be placed in a second bin bag which is also tied.
- Waste bags should be labelled and stored safely for 72 hours and then thrown away in the regular rubbish.

Guidance on Social Distancing

The government has advised social distancing measures which are steps to reduce the social interaction between people. This will help reduce the transmission of COVID-19. The guidance can be found [here](#). One point could specifically affect your business:

People should avoid large gatherings, and gatherings in smaller public spaces such as pubs, cinemas, restaurants, theatres, bars, clubs.

- This could affect how you run your business and you may even choose to close for a period.
- Rest assured Food Alert are available to support you.

If you choose to remain open:

- You may make changes to how you run the business for example offering more takeaway options and we can provide guidance and HACCP plans on this.
- Demand is likely to fall and you should look at reducing your stock levels - for example reduce your food offering to fewer dishes that are easier to make from shelf stable ingredients and frozen foods.
- You may choose to stop certain things such as buffets and sharing platters or staff should serve the food at buffets rather than people helping themselves.
- Unless the government mandates that you close, then the more you are doing to protect staff and customers the more likely those that decide to eat out will choose your business.

Measures could include:

- Site tables at least 2m apart.
- Ask guests if they have had any COVID-19 symptoms and if so they should not come in.
- Ask all guests to wash their hands as soon as they enter the premises.
- Put signage up outside the premises advising of the above measures
- Clean all salt & pepper pots between customers
- Serve individual portions of sauces rather than bottles.
- Clean and disinfect regularly and follow this guidance.



If you choose to close (or are directed to close)

- Clean the food business especially floors, removing any food debris including underneath equipment
- Sanitise all food and hand contact surfaces.
- Remove any dried goods from the kitchen and dry store unless it is in date and in a sealed container.
- Remove fresh food from the fridges but to avoid waste freeze any food that has a shelf life of more than 2 days.
- Ensure bait stations remain in place and carry out any proofing requirements.
- Use the time that you are closed to carry out work required in Food Alert audits or by the Local Authority.
- Review and update of food safety and H&S policies
- Review and update of risk assessments
- Contact food Alert for assistance.

Further Information, can be found at:

- [Gov.uk](https://www.gov.uk)
- [IFH.org](https://www.ifh.org)
- [UK Hospitality](https://www.ukhospitality.com)



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